



REC'D TN  
REGULATORY AUTH.

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Charles L. Howorth, Jr.  
Regulatory Vice President

OFFICE OF THE  
EXECUTIVE SECRETARY

August 11, 1999

Mr. David Waddell, Exec. Secretary  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243

Dear David,

Subject: BellSouth Tariff to implement a \$0.29 Directory Assistance Charge  
Docket 99-00391

In the Final Order approving this tariff, a footnote raised a potential issue with regard to situations where Directory Assistance provided a customer with a wrong number either as one of the initial non-charged 6 request, or any subsequent charged request. This is a legitimate concern and one that we will be happy to address.

Fortunately, this issue has arisen in our other eight states who have had DA for some time, and we have developed methods and procedures that address this situation in basically two ways. Generally, what happens when customers receive a wrong number, are cutoff, or receive a poor quality recording is that they place a second call to Directory Assistance. In that event, and if the customer states that they had a problem with the previous call while requesting the new listing, the DA Operator expresses regret to the customer, depresses a "No Charge Key", makes the search for the correct listing, and reports verbally the correct number to the customer to ensure that the customer gets the correct number. Also BellSouth DA operators have been trained to not question or hesitate to issue credit when requested by a customer.

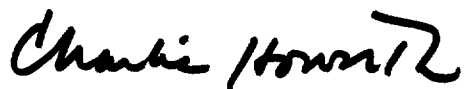
The second way to address this matter relates to customers who did not call back to Directory Assistance to request a corrected listing. Once a customer receives their monthly bill and determines that it contains charges for Directory Assistance that they consider invalid for any reason, they may call the BellSouth Business Office to request an adjustment. As with our DA Operators, BellSouth Business Office Service Representatives are trained to not question or hesitate to issue credit for calls to Directory Assistance when requested by a customer.

In either event, the customer should be in the same place they would have been had the correct number been given. These methods and procedures have been working well in BellSouth's other states and we anticipate no different in Tennessee.

We hope the foregoing resolves the concern contained in the footnote. It is our intent customers not be charged or exemption used for wrong numbers given by an Operator.

If you have any questions, please let me know.

Yours truly,

A handwritten signature in black ink, appearing to read "Charlie Houtz". The signature is written in a cursive, flowing style with a large, stylized "H" and a long, sweeping underline.

cc: Director Sara Kyle  
Director Lynn Greer  
Director Melvin Malone  
Joe Werner